

RESOURCE SUPPORT

Co-Primary Agencies: Department of Administrative Services
Department of Safety – Bureau of Emergency Management (BEM)

Support Agencies: NH National Guard

I. Introduction

A. Purpose

The objective of Resource Support is to provide logistical/resource support preceding or following a disaster.

B. Scope

Involves the provision of services, personnel, commodities, and facilities to State agencies and local governments during the immediate response phase of a disaster. This support includes locating, procuring, transporting, and issuing resources, such as emergency relief supplies; telecommunications; transportation services; fuel; contracting services; heavy equipment; generators; emergency procurement of medical and food supplies (both Federal and private vendors); office space; equipment and supplies; and personnel required to support immediate response activities.

II. Concept of Operations

A. General

1. The Department of Administrative Services and Department of Safety – Bureau of Emergency Management (BEM) are responsible for planning, coordinating, and managing the resource support needed in Resource Support.
2. The primary source of equipment, supplies, and personnel shall be made from the resources of the activated ESFs and local sources outside the impacted area. Support, which cannot be provided from these sources, will be obtained through commercial sources. Resources outside disaster areas will be directed to fulfill unmet needs of State or local governments. Logistical support necessary to save lives will receive first priority. Massive acquisition of resources will be accomplished in accordance with an Executive Order (EO), which would exempt normal procedures for purchasing.

3. Primary and support agencies staffing Resource Support will have extensive knowledge regarding resources and capabilities of their respective agencies and will have access to the appropriate authority for committing such resources during activation.
4. The capabilities of the logistical community will be committed through logistical operations centers at the State, County, and local Community levels. The primary determinations of logistical/resources needs are the operational elements at the State and local levels.
5. Requests for logistical/resource needs will flow upward through and be controlled by logistical control centers at the State and Federal levels. The determination of materials and other resources required to meet operational needs will be made by the logistical centers. The primary source of equipment materials, supplies, and personnel shall be made from existing State resources. Support that cannot be provided from State and Federal resources will be secured through direct procurement.
6. Status reports will be posted within the State Emergency Operations Center (EOC) for tracking purposes. Resources used for response and required for recovery will be discussed via briefing meetings.
7. Jurisdictions should anticipate depletion of available resources prior to seeking assistance through the state ESF.

B. Organization

1. The functional organization structure of this ESF is shown in ***Figure 7-1, Functional Organization of Resource Support***.
2. The staff positions and descriptions of Resource and Support are:
 - a. **Resource Unit Leader:** This individual will be responsible for the maintenance of Resource Support and how it will function during both the response and recovery phase of a disaster.
 - b. **Emergency Management Resource Officer:** This individual is responsible for tracking and coordinating all inter-agency resource requests.
3. Procedures and checklists for each position are located in the Resource Support Activation and Deactivation standard operating guide SOG.

4. The level of staffing will be dependent upon the magnitude of the disaster. The designated resource officer assigned from BEM and the Department of Administrative Services will commence activities when the State EOC is activated.

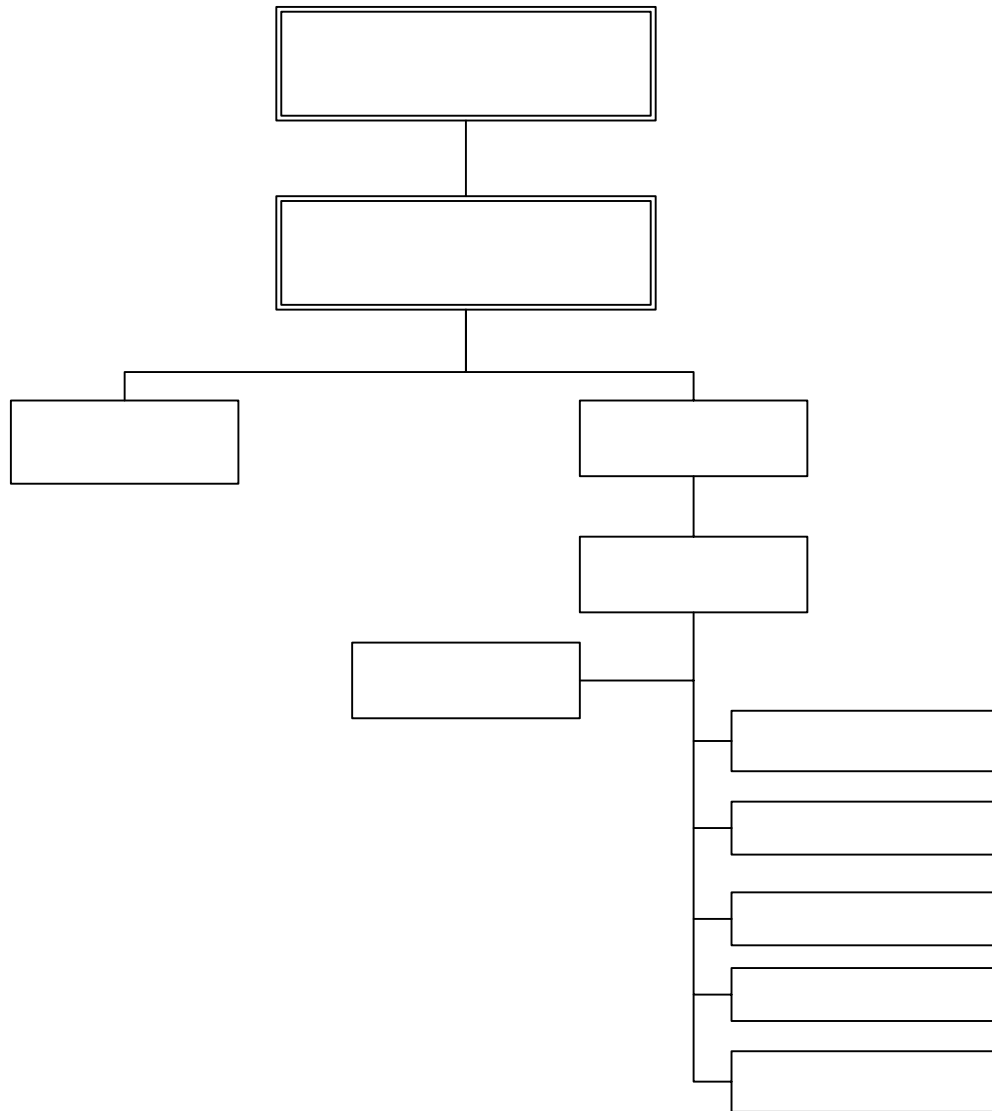


Figure 7-1, Functional Organization of Resource Support

5. Interagency Coordination

Upon notification of an emergency requiring the activation of the Emergency Operations Center or other significant State response, the primary agency for Resource Support will brief and consult with designated essential personnel, support agency representatives, and the BEM Director or their designee to implement standard operating procedures/guides SOPs/SOGs to effectively manage and track resource requests, allocations, and costs, and contracting and procurement activities of the State agencies involved in emergency operations. That response may involve:

- a. **Other Emergency Support Functions (ESFs)**
- b. **State Agencies**
- c. **Non-State Agencies**
- d. **Federal Agencies**
- e. **Private sector organizations**

C. Notification and Activation

- 1. In response to an event that would cause for the activation of the State EOC, the BEM Director or the designated Operations Officer would initiate notification. The New Hampshire State Police to the BEM Duty Officer would normally initiate notification during off-duty hours, (to include weekends and holidays). The Duty Officer would then begin notification by established procedures.
- 2. All support agencies to Resource and Support and others will notify their parent agencies and await instructions from BEM before reporting to the State EOC.
- 3. BEM will notify Federal Emergency Management Agency (FEMA) Region I of the potential need to provide support if required.

D. Actions

- 1. **Preparedness**
 - a. Stage resources near the expected impact/emergency areas when possible.
 - b. The available resources and facilities that are necessary to respond to an emergency should be identified and assessed for possible deployment.
- 2. **Response**

a. **Initial Actions**

- 1) Place BEM personnel on standby or direct to staging areas with some facilities staffed for immediate response.
- 2) BEM will request the co-primary agencies (Department of Administrative Services and BEM) to activate and staff the EOC Resource Unit, and will notify other State agencies and FEMA Region I of the situation.
- 3) State Agencies will provide logistical support to BEM, as required.
- 4) Co-Primary and support agencies for Resource Support, Resource Support will be prepared to provide initial reports based on resources that have been requested.
- 5) Communication resources will be provided in coordination with Communications and Alerting.
- 6) Transportation needs will be provided in coordination with Transportation.
- 7) Food and fuel will be provided with cooperation with Food and Energy, respectively.
- 8) Security for staging areas and facilities will be provided through Law Enforcement and Security.
- 9) The ESF will provide a report listing all generators and other supplies ordered and en-route to staging area personnel before they depart the State Emergency Operations Center for the staging area.
- 10) The ESF will maintain records for all properties loaned to Resource Support in support of the State EOC by the Federal government.

b. **Continuing Actions**

- 1) Resource and Support will continually provide for the control and accountability of equipment, personnel, goods and services in support of the disaster.
- 2) Track the status/disposition of all resources requests.

3. **Recovery**

- a. Resource Support will support the emergency organization by providing logistical support for:
 - 1) Staff movement.
 - 2) Procuring equipment after disaster events.
 - 3) Deploying staff in the event an alternate EOC is established.
 - 4) Providing logistical support to the Federal Disaster Field Office (DFO).

4. ***Mitigation***

Refer to the State Mitigation Plan.

E. Deactivation

Partial or full deactivation would occur at the discretion of the BEM Director or the Operations Officer based upon the response and recovery action and the overall conditions of the disaster.

III. Roles and Responsibilities

A. Co-Primary Agencies

1. ***General***

- a. Continually provide for the control and accountability of equipment, personnel, goods, and services in support of emergency/disaster operations.
- b. Establish, approve and adjust an incident budget as directed and coordinate with Information & Planning to disseminate resources, as required.

2. ***Department of Safety – Bureau of Emergency Management (BEM)***

- a. Responsible for coordinating within the EOC resources and support activities through Resource Support. Designated agencies will provide resources, as required and available.
- b. Track the status/disposition of all resources requests.

- c. Provide FEMA Region I the necessary information to enhance and coordinate the response and recovery resources required by the local and State Government.
- d. Provide initial reports based on resources requested.
- e. Coordinate resources and support Federal agencies in response to emergencies/disasters.
- f. Prioritize resource requests and allocations, as needed.
- g. Serve as a liaison between Federal and local governments to allocate resources, as necessary.
- h. Assist in coordinating resources between the ESFs.
- i. Contributions to the Incident Action Plan are submitted for each operational period and are coordinated with the EOC Operations Officer and Information and Planning.
- j. Collect and maintain the following Resource Support status information and coordinate with Information & Planning to ensure inclusion into the Situation Report (SITREP).
 - 1) Status of resource requests
 - 2) Unmet Needs
 - 3) Major Resource Support Issues/Activities
 - 4) Staffing and Resource Shortfalls

3. ***Department of Administrative Services***

- a. Develop and maintain Emergency Purchasing Procedures for the State.
- b. Develop and maintain Emergency Resource Request Procedures.
- c. Maintain vendor database for emergency goods and services: maintain “Go Kit”.
- d. As needed, supply purchasing professionals from the Bureau of Purchase and Property to coordinate Resource Support purchasing duties.
- e. Facilitate lease of buildings for staging area warehouses or to replace damaged or destroyed facilities.
- f. Provide office furniture, equipment, and supplies from existing State inventories, or will be procured.

- g. Provide staff for the procurement of commodities and services, the leasing of buildings, and other facilities and facilities management.

B. Support Agencies

Provide operational support and agency resources, where appropriate, in support of the management of Resource and Support.

1. NH National Guard

- a. Assist in the management and operation of staging areas, logistics and mobilization centers, etc., upon request and as available.
- b. Coordinate the provision of personnel, transportation vehicles, and heavy equipment, as needed to support response operations.
- c. Assist with the mission and response planning including management and operation of staging areas, logistics and mobilization centers, etc., upon request and as available.
- d. Provide personnel, equipment and resources as tasked.

IV. REFERENCES

A. Plans

- 1. New Hampshire Planning and Disaster Reference
- 2. New Hampshire Hazards Materials Specific Annex
- 3. NH RERP
- 4. Federal Response Plan, April 1999

B. Standard Operating Procedures/Guides (SOPs/SOGs)

- 1. Resource Support Alert and Notification SOG
- 2. Resource Support Activation and Deactivation Procedures
- 3. Resource Support Position Check Lists
- 4. Continuity of Operations Procedures (addressing potential relocation)
- 5. Resource Request Procedures
- 6. Emergency Purchasing Procedures
- 7. Resource Utilization and Cost Tracking Procedures
- 8. EMAC RSA Chapter 108

V. ATTACHMENTS

A. Forms

1. The following standardized forms will be used with the pickup/delivery of resources:
 - a. Inventories of equipment, personnel, material and supplies will be maintained on a database. For access to the database, see the BEM System Manager.
2. Any additional forms will be described with the Source Information, in ***Section B, Emergency Operating Procedures and Checklist.***
 - a. Chronological Event Log
 - b. Incident Report
 - c. Status Report
 - d. Message Form
 - e. BEM Emergency Shift Change
 - f. State agency Emergency Shift Schedule
 - g. Federal / State Point of Contact Worksheet

Note: All forms are bound separately and are located in the State EOC.